



# Liberty Mutual Insurance

Ensuring data security during content migration



Liberty Mutual Insurance has grown to become the sixth-largest property and casualty insurer worldwide since its founding in 1912. Headquartered in Boston, Massachusetts, the globally recognized organization provides services across three business units—personal insurance, commercial insurance, and Liberty Mutual Investments. The company and its over 45,000 employees work hard to help their clients protect their families, businesses, and futures with the belief that progress happens when people are secure.

## Challenge


As a leader in the insurance industry with more than 900 offices worldwide, 30 million customer profiles, and 40 billion records, Liberty Mutual Insurance requires a high-volume, flexible solution to house its vast inventory of records and reports. The company wanted to reduce its data footprint and eliminate its data centers within five years by moving to a public cloud solution.

The leadership forecasted significant cost savings and security improvements with migration to the cloud systems beyond its PCI-compliant network and stability improvements. They chose Amazon Web Services (AWS), which claims companies moving to its cloud solution will save a minimum of 30% of current infrastructure spend. Liberty Mutual's internal fact-finding did not dispute that claim.

However, the effort to move each content repository to another hosting platform or convert the repositories to a different environment proved problematic and expensive. Liberty Mutual has numerous vendor repositories tightly connected to its business applications, making them difficult to adapt to a changing infrastructure. Moreover, upgrading the existing systems would be too laborious a process, requiring the time, resources, and coordination of over a dozen teams across the organization. An effort that leadership feared would cause significant business disruptions to achieve.

## The challenge

Liberty Mutual needed to modernize operations through fast and secure data migration from mainframe repositories to cloud systems without disruption to remain competitive.



Rocket® Mobius allows us to stay nimble with the changing challenges in our industry. With the cost savings we expect to see from implementing Mobius on AWS, we will begin to reinvest savings into new development rather than ongoing maintenance.”

**ERIK YORK**

Technologist/Acting Architect for Commercial Insurance Document Solutions,  
Liberty Mutual

To remain competitive with newer cloud-based businesses entering the insurance market, Liberty Mutual needed a tool that would help move its content to the cloud quickly and securely without disrupting business operations.

**Solution**

Liberty Mutual turned to Rocket Software and its innovative Rocket® Mobius suite of content management solutions to assist in migrating its valuable data. Rocket’s team worked closely with Liberty Mutual to customize an intuitive solution that required minimal resource effort while allowing any team across the organization to effortlessly direct documents, print streams, and generate reports. Compared with other options and software in the market, Rocket and its Mobius suite of technologies could provide the functionality, capabilities, flexibility, and connectivity needed to support Liberty Mutual’s content management program on Amazon Web Services.

“Mobius supports the old and the new,” said Bryan Harrison, Senior Software Developer/ Acting Principle of Archive Design, Liberty Mutual.

“This is a big deal when attempting to move and become nimble. We can leverage our legacy systems by using Mobius, but we can also use new technologies that startup competitors have begun implementing. Mobius for AWS helps us address the external and internal challenges of our industry.”

Harrison explained that the Mobius suite of technologies also supports open source (Tomcat) / industry standard specifications (CMIS) and has allowed Liberty Mutual to bridge from a mainframe environment with multiple repositories to an AWS cloud-based system quickly and securely. In addition to managing document repositories, Mobius for AWS enables dozens of business applications to find and retrieve documents from multiple document repositories seamlessly. Extracting these repositories through Mobius provides more time for the Liberty Mutual Document Management team to migrate repositories without impacting business productivity and optimize its valuable customer data like never before.

**The solution**

Rocket Mobius provided the flexibility and connectivity Liberty Mutual needed to migrate data quickly and securely, and to modernize operations.

## Results

Mobius became the primary archive content repository for formatted documents on Amazon Web Services. The software houses regulatory archives for long-term preservation and day-to-day access, providing advanced Federated Search methods to support access to unlimited content by thousands of Liberty Mutual associates.

Rocket Mobius enabled Liberty Mutual to continue directing documents from multiple lines of business without worrying about the formatting of incoming media. The makeup of the content ranged from Xerox meta-code, MOD:CA, Microsoft Word documents, PDFs, mainframe EBCDIC, ASCII text, JPGs, video files, and audio files.

Moving content repositories from the mainframe to cloud environments gives Liberty Mutual greater control over the archival, distribution, access, and integration of all the content in the company. Its end-user community can access information with complete transparency. Working closely with Rocket Software, Liberty Mutual was able to implement Mobius much quicker, saving the company implementation time and costs. With additional savings on infrastructure spend (computing and storage costs) and reducing employee overtime, Liberty Mutual can reinvest its savings into new development initiatives rather than ongoing maintenance costs.

## Rocket Software's impact on Liberty Mutual Insurance

### Modernization

Rocket Mobius' ability to integrate with both mainframe and cloud technologies has enabled Liberty Mutual to modernize and implement innovative cloud and open-source software.

### Safe Migration

Mobius' flexibility allowed Liberty Mutual to safely migrate its data from mainframe repositories to AWS cloud repositories efficiently and with minimal business disruptions.

### Professional Support

Thanks to the guidance and expertise of Rocket Software professionals, Liberty Mutual was able to quickly implement the Mobius technology—saving significant time and resources.

The future won't wait—modernize today.

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MAR-5173\_LibertyMutual\_CaseStudy\_V3

